

STATEMENT OF WORK

C.1 BACKGROUND

The Traffic Safety Division (TSD) was established in direct support of the National Highway Traffic Safety Administration's (NHTSA) mission to provide economical, timely, state-of-the-art training and educational opportunities to the highway safety community. The Division, housed within Research Innovation Technologies Administration's (RITA) Transportation Safety Institute (TSI), serves as the primary training unit for NHTSA's professional development program. The TSD develops and delivers highway safety training programs for local, state, and federal highway professionals to include occupant protection, law enforcement, impaired driving, emergency medical services, and comprehensive traffic safety program management training. Operations also include three levels of training for NHTSA's National Automotive Sampling System field personnel in support of crash research.

C.1.2 OBJECTIVE

The TSI/TSD intends to award this contract for one year not to exceed 1,920 hours. In order to support its efforts in providing state-of-the-art training and educational opportunities to the highway safety community, TSI requires a qualified contractor to provide expert IT and e-learning services to support the TSD courseware design, development, and course delivery.

C.1.3 PERSONNEL SUPERVISION

Personnel Supervision: This contract was not formed as nor is it to be administered or performed as a personal services contract. Accordingly, the contractor shall designate appropriate and sufficient supervisory personnel to meet task outcomes. Contract supervisors will provide day-to-day supervision of all contract personnel including, but not limited to, work assignments and performance monitoring, payroll records, leave approval and monitoring, etc. At no time will contractor personnel be supervised by TSI managers or other TSI personnel. The TSI will provide, as needed by the contractor and its employees, limited assistance in the form of technical and policy guidance through the assigned COTR.

C.2 DEFINITIONS

- Subject Matter Expert (SME) – experts in a field of study as it relates to the traffic safety industry, such as NHTSA policy and guidance.
- Division Manager: Federal TSI employee/on-site Mike Monroney Aeronautical Center (MMAC)
- Program Analyst: Federal TSI employee/COTR for this contract/on-site MMAC
- Course Manager: Federal TSI employee/on-site MMAC/also SME in many areas
- Contracting Officer Technical Representative (COTR): Has designated authority to administer specific aspects of a contract as they have been through COTR training

C.3.0 DESCRIPTION AND SCOPE OF WORK

The primary responsibility for this contractor position is to serve as an Information Technology (IT) Specialist as well as an E-Learning Specialist. As the IT Specialist, the contractor is recognized as a computer expert on a variety of automated data processing projects. All IT functions should be fully coordinated with the TSI IT Tech Support personnel and comply with all current/established DOT and RITA policies and procedures. As the E-Learning Specialist, the contractor will provide the necessary tool to delivery training to end users via web-based educational models and corresponding software tools and collaborate with other e-learning activities around the Transportation Safety Institute. The contractor will develop this tool with the aide of TSI/TSD Course Managers and Subject Matter Experts.

Tasks include all or several of the following:

Task 1: Serves as troubleshooter to resolve problems caused by system failure situations. Isolates causes of problems that may disrupt the interaction between system hardware, system software, and applications software (e.g., computer viruses). Ensures system and user documentation reflect all maintenance and enhancement changes. Researches systems for maintenance and enhancements to ensure a familiarization level knowledge is acquired.

Task 2: Analyzes subject-matter processes or problems and performs fact-finding to establish the feasibility of new or modified computer applications. Prepares recommendations to TSI management to include costs and benefits of alternative approaches.

Task 3: Translates application system designs into plans of instructions and logic by which computers produce the desired actions or products. Performs problem determination and resolution (frequently requiring hands-on and/or dedicated computer hardware usage) in areas beyond the expertise of applications development and operations personnel. Works in an advisory capacity with all levels of management and personnel to ensure that software meets user and system requirements. Recommends use of the latest or most advanced computer equipment combinations, techniques, routines, and systems.

Task 4: Design and develop both distance and in-class Web-based training programs and courses, including all course materials, exercises, and skills evaluations.

Task 5: Collaborate with Division Manager and Course Managers to assess e-learning subject matter and training needs.

Task 6: Develop and coordinate a training curriculum for end users of all levels, as dictated by organizational goals and objectives.

Task 7: Coordinate and maintain the Division's e-learning internet or Web site by posting and updating course materials, grades, and/or other information.

Task 8: Collaborate with TSI technical support to ensure the Division's e-learning internet or Web site tie to the TSI infrastructure, Learning Management System, web, etc. and that all links are compatible.

Task 9: Oversee the conceptualization, development, and layout of the appropriate technical infrastructure required to deliver digital, video, etc. e-learning content to its audience.

Task 10: Collaborate with internet developers or Web developers to create interactive multimedia training applications and learning programs.

Task 11: Create, administer, analyze, and report on end-user progress; recommend and integrate training improvement strategies based on findings.

Task 12: Establish and maintain a relational database to track training participants' status and results and/or collaborate with TSI technical support to ensure the Traffic Safety Division's requirements are met through TSI's Learning Management System.

Task 13: With collaboration from Course Managers, review training materials and documentation and keep them up to date.

C.4.0 RESPONSIBILITIES

The contractor will be responsible for the prompt and accurate completion of each task identified in 3.0 and all subparagraphs therein.

C.5.0 DELIVERABLES

The contractor shall provide all deliverables to the COTR. The generic deliverables have been identified in 3.0, but may vary somewhat depending on the specific program/task being revised/developed. Deliverables will be inspected and accepted in accordance with the contract guidelines.

5.1 Revision and development as performed by the contractor shall conform to all applicable contemporary professional standards relevant to the performance of revision and development tasks. Courses as revised by the contractor shall adequately, completely and accurately incorporate all relevant policies, regulations and laws as they may apply to the course subject.

5.2 Contractor will develop monthly work plans, based on tasks provided by the COTR and collaborate to ensure priorities, process, and schedules meet TSD requirements. The monthly reports will also, in addition to looking forward to the next month, recap work performed and costs for the previous month.

5.3 The deliverable timeline for tasks listed in 3.0 are as follows:

Task(s)	Timeline	Note
1	Immediately upon award of purchase order	On-going throughout year on as-needed basis
2	Due 30 days from date of award	
3-13	Initiate 30 days from date of award	May possibly include multiple curricula at once

C.6.0 QUALIFICATIONS OF REVISION/DEVELOPMENT SPECIALIST

6.1 Two years (minimum) of background is required in the use applications systems analysis and design techniques in order to carry out feasibility studies and analyses for information systems plans and programs.

6.2 Two years (minimum) of extensive experience in systems design and programming techniques and languages (Adobe Connect, Adobe Flash, Adobe Captivate version 5, Adobe Presenter, PhotoShop, video editing, etc.). Adobe Suites is desired.

6.3 Two years (minimum) of extensive experience of computer hardware; fundamentals of computer operation; microcomputers, including specifications critical to purchasing decisions; disk storage systems; and system troubleshooting and diagnostics.

6.4 Two years (minimum) of extensive experience of computer technology and mastery of the capabilities and limitations of advanced computer equipment, equipment combinations, and advanced data communications techniques, hardware (PC), and systems (primarily using Microsoft Operating Systems and Microsoft Office 2003/2007).

6.5 Associate's Degree (required), Bachelor's Degree (preferred) in the field of computer science, instructional design, and/or educational technology.

6.6 Direct, recent (past two years) experience with e-learning development, curriculum design, training methodologies, and on-line education.

6.7 Two years (minimum) of extensive experience with building and maintaining courseware and participant databases.

6.8 One year (minimum) experience with adult learning principles and course design techniques, as well as the ability to identify and fulfill adult student needs.

C.7.0 GOVERNMENT FURNISHED RESOURCES

7.1 TSI will provide all traffic safety and related materials for courses, including student text, instructor presentation materials, other necessary training supplies, and suitable classroom. Any materials other than provided by TSI, must be approved by the COTR.

7.2 TSI will provide a classroom, training equipment, and etc. for course revision/development, as necessary.

7.3 All travel costs will be the responsibility of the contractor and will be reimbursed by the Government in accordance with this contract. Travel includes airline tickets at the lowest rate available and lodging/M&IE/etc. per the Federal Travel Regulations. Travel time is not included in this contract and will not be reimbursed. Contractors are not eligible for the government airfare rates. The traveler is required to confirm class schedule and make airline reservations at the earliest possible time so as to receive the lowest rate available. In the event of a cancellation, the contractor will be reimbursed for the airfare to be used towards another trip for TSI training.

7.4 TSI will provide adequate office space, supplies, and computer (on-site at TSI).

C.8.0 ADMINISTRATIVE CONSIDERATIONS

8.1 *Points of Contact-Technical*

The Traffic Safety Division will provide the Contracting Officer's Technical Representative (COTR)/point of contact for this contract via separate correspondence with the CO. However, collaboration with, but not limited to, the Division Manager and Course Managers through the COTR may be necessary. The purpose for the collaboration is to provide information on class schedules, technical information and any other technical/administrative matters as may arise, not to provide direction or supervision to contractor personnel.

8.2 *Place of Performance*

The Traffic Safety Division will provide office space, and requires this position be located at the Mike Monroney Aeronautical Center (MMAC) in Oklahoma City. Development/curriculum revision groups may also be conducted at various locations across the United States and will require the contractor to be in travel status.

8.3 *Hours of Work*

The contractor is authorized to work between the hours of 7:45 a.m. and 4:15 p.m. not exceeding 40 hours per week, unless requested by the Contractor and approved by the COTR in advance. The Government Estimate of hours to be worked is not to exceed 1,920 hours for one year. Contract employee needs to be able to work a flexible schedule to accommodate deadlines; completion of material revisions, updates, edits, etc., with short turnaround times. In the event the FAA MMAC campus is closed due to adverse weather conditions or national emergencies the contractor may be permitted to work offsite. The contractor will not be required to work holidays or any other day designated by Federal statute, executive order, or presidential proclamation.

8.4 *Method of Payment*

The contractor will be paid in accordance with the terms and conditions set forth in the order.